

This listing of claims will replace all prior versions, and listings of claims in the application:

**Listing of Claims:**

- 1 1. (Currently Amended) A method for managing the changing of a network infrastructure,  
2 comprising:  
3 opening a change ticket that includes a change plan having instructions about how a  
4 change is to be performed;  
5 associating said change ticket with one of a plurality of change categories corresponding  
6 to a type of change that is described in the change plan;  
7 providing said change ticket to affected entities for approval, wherein the affected entities  
8 comprise at least one entity other than a system administrator; and  
9 implementing said change plan after the affected entities have approved ~~approval of the~~  
10 ~~change ticket has been provided by the affected entities~~;  
11 wherein said ~~responsible~~ affected entities are selected based on, and said change ticket is  
12 approved in accordance with, rules related to each of said change categories into which said  
13 change ticket was associated.
- 1 2. (Original) The method of claim 1, wherein said affected entities are unknown to at least  
2 one other entity involved in said method.
- 1 3. (Cancelled)
- 1 4. (Previously Presented) The method of claim 1, wherein said change ticket is accessible  
2 by a work-flow engine.
- 1 5. (Original) The method of claim 4, wherein said work-flow engine is implemented  
2 through use of a computer system.

1 6. (Currently Amended) The method of claim 1, wherein said affected entities comprise at  
2 least one of a customer, a duty manager, a change coordinator, a change approver, and an  
3 operations center.

1 7. (Currently Amended) The method of claim 1, wherein said change categories include at  
2 least one of a scheduled change, an unscheduled change, and an event response.

1 8. (Currently Amended) A system for managing the changing of a network infrastructure,  
2 comprising:

3 a work-flow engine;

4 a change ticket comprising a change plan including instructions about how a change is to  
5 be performed, said change ticket being present in a form that can be used by said work-flow  
6 engine; and

7 responsible entities connected to said work-flow engine whose approval of the change  
8 ticket is required before said change plan can be implemented, wherein the responsible entities  
9 comprise at least one entity other than a system administrator;

10 wherein said change ticket is organized into one of a plurality of change categories based  
11 on the nature of said change, and said work-flow engine provides said change ticket to said  
12 responsible entities for approval.

1 9. (Original) The system of claim 8, wherein said work-flow engine comprises a computer  
2 system.

1 10. (Currently Amended) A method for managing the changing a network infrastructure,  
2 comprising:

3 a change author having the duties of proposing a proposed change and authoring a change  
4 ticket;

5 a change sponsor having the duties of seeking ~~all necessary~~ approval for said proposed  
6 change from affected entities, which comprise at least one entity other than a system  
7 administrator;

8 a change coordinator ~~who has~~ having the duties of coordinating and carrying out the  
9 proposed change and;

10 an operations center ~~who has~~ having the duties related to the monitoring of said network;

11 wherein said change author authors said change ticket to include a change plan for  
12 implementing said proposed change, said change ticket being passed to said change sponsor  
13 when said change author has completed ~~all their said~~ its duties, said change sponsor passing said  
14 change ticket to said change coordinator when said change sponsor has completed ~~all their said~~  
15 its duties, and said change coordinator passing on said change ticket to said operations center  
16 when said change coordinator has completed ~~all their said~~ its duties, said operations center being  
17 responsible for closing said change ticket.

1 11. (Previously Presented) The method of claim 10, wherein said change ticket is a computer  
2 construct which can be passed through electronic means.

1 12. (Currently Amended) A means for managing the changing of the infrastructure of a  
2 network comprising:

3 authoring means for generating a change ticket having a change plan that includes  
4 instructions about how a change is to be performed;

5 change matrix means for associating said change with one of a plurality of change  
6 categories;

7 communication means for providing said change ticket to affected entities for approval,  
8 wherein the affected entities comprise at least one entity other than a system administrator; and

9 agent means for implementing said change plan after the affected entities have approved  
10 ~~said approval of the change ticket has been provided~~;

11 wherein said ~~responsible~~ affected entities are selected based on, and said change ticket is  
12 approved in accordance with, rules related to said change category into which said change was  
13 associated.